

Cg 03-123

Dana Jackson

From: Jenifer Simpson
Sent: Thursday, July 03, 2003 10:15 AM
To: Dana Jackson
Subject: Comment for open TRS docket 03-112 re public awareness-pls would you add to the record.
Thanks! jenifer

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Date: 06/29/2003 09:45 am -0400 (Sunday)
From: CarolDebeck@aol.com
To: FCC FCCINFO
Subject: Relay Service Call Awareness

JUL - 8 2003

Federal Communications Commission
Office of the Secretary

As a concerned parent of a deaf son, I am constantly aware of the problem concerning the response to calls placed through the relay service. There is a real need for public awareness via the media on what a relay call is, in order to STOP the number of hang ups whenever a deaf / hard of hearing person tries to access the communication we hearing people so take for granted. Perhaps their first guess is that it is a salesperson or credit card solicitor and they immediately hang up once the relay operator has announced this call is different. Please help by addressing this issue. We need an outreach program set up for relay services to promote nationwide awareness about relay services to the community.

Thank you for your attention to this matter.

Carol DeBeck

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